



**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**MUNICIPAL YEAR 2018-2019**

**PUBLIC SERVICE DELIVERY, COMMUNITIES & PROSPERITY SCRUTINY  
COMMITTEE**

**10<sup>TH</sup> DECEMBER 2018**

**MALADMINISTRATION COMPLAINTS 2017-2018**

**REPORT OF THE DIRECTOR LEGAL AND DEMOCRATIC SERVICES**

**1. PURPOSE OF THE REPORT**

This report is intended to provide Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee with information in respect of complaints of maladministration made to the Public Service Ombudsman for Wales ('PSOW') during 2017/18.

**2. RECOMMENDATIONS**

It is recommended that Members:

- 2.1 Consider the information contained within the Annual Report and Annual Letter from the Public Ombudsman for Wales in respect of complaints and cases of maladministration investigated by the PSOW for 2017/18; and
- 2.2 Form a view on the Council's work and performance for complaints of maladministration made against the local authority.

**3. BACKGROUND**

- 3.1 At a meeting of the former Corporate Services Scrutiny Task Team held on 5<sup>th</sup> May 2004, Members received a report setting out the cases of maladministration investigated by the PSOW and the emerging trend. Members agreed that this information should be reported annually along with comparative information in respect of other Welsh Authorities.
- 3.2 The Public Services Ombudsman (Wales) Act 2005 introduced a two-tier structure for reporting formally on investigations relating to two sections within the Act.

- 3.3 Reports under Section 16 of the Act are public interest reports and almost all are published. The body concerned is required to give publicity to any such report at its own expense.
- 3.4 Section 21 of the Act permits the PSOW to issue an investigation report to the authority and to the complainant without publicity provided the following conditions are satisfied:
- either the Ombudsman finds that the complaint should not be upheld or the authority agrees in advance (having seen the draft report) to implement the recommendations made in the report;
  - and that the Ombudsman considers that the public interest does not require publication.
- 3.5 The Act also gives the PSOW powers to do anything which is calculated to facilitate the settlement of a complaint; as well as or instead of investigating it. In the right circumstances, a 'quick fix' without an investigation can be of advantage to both the complainant and the body concerned.
- 3.6 As well as publishing an Annual Report which provides an overview of maladministration complaints across public bodies in Wales, since 2010 the PSOW has also provided an individual annual summary of the complaints for each authority in an Annual Letter.

#### 4. **CURRENT POSITION AND ANALYSIS**

- 4.1 The number of complaints received by the PSOW and taken into investigation in respect of Rhondda Cynon Taf has remained fairly constant in recent years although there was an increase in the number of complaints for 2016/17. It is pleasing to see that the number of complaints against Rhondda Cynon Taf CBC has decreased from 47 in 2016/17 to 36 in 2017/18 against the local authority average of 60.

2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
53	51	40	40	47	36

- 4.2 Of those 36 complaints Children's Social Services made up the highest number of complaints with ten cases, Environment & Environmental Health received five cases and Planning and Building Control received 4. Section B of the Ombudsman's Annual Letter sets out the number of complaints across the individual service areas for Rhondda Cynon Taf.
- 4.3 In the annual letter, the Ombudsman refers to a 5% increase in the number of complaints across Wales which is attributed to an 8% rise in enquiries to his office. Despite the increase in the total number of complaints it is noted that there has been an overall reduction in complaints by 10% against councils.

- 4.4 Set out at Table C is a comparison of compliant outcomes with average outcomes for Local Authorities, adjusted for population distribution. For Rhondda Cynon Taf, twelve cases were closed after their initial consideration and six cases were resolved by way of early resolution/voluntary settlement.
- 4.5 For comparative purposes, Table D within the Annual Report shows the outcome of local authority cases with PSOW intervention and cases closed during this period (in the case of Rhondda Cynon Taf there were 6 cases requiring PSOW intervention and 36 closed complaints for the period). No public interest reports were issued during the period.
- 4.6 Members wishing to view the PSOW's Annual Report in its entirety can access it via the following link:-
- [Annual Report 2017-2018](#)
- 4.7 At the time of publication of the Agenda for this meeting the PSOW's Annual Letter to this Council had not been published on the PSOW website and is therefore attached as Appendix 1 to this report.

## **5. CONSULTATION**

- 5.1 There are no consultation implications aligned to this report.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 There are no financial implications aligned to this report.

## **7. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 7.1 There are no legal implications aligned to the report

## **8. CONCLUSION**

- 8.1 Members of the Public Service Delivery, Communities and Prosperity Scrutiny Committee are asked to consider the information within the PSOW's Annual Report for 2017/18 specific to Rhondda Cynon Taf and form a view on its performance relating to complaints and cases of maladministration.

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**PUBLIC SERVICE DELIVERY, COMMUNITIES & PROSPERITY SCRUTINY  
COMMITTEE**

**10<sup>th</sup> DECEMBER 2018**

**REPORT OF THE DIRECTOR LEGAL AND DEMOCRATIC SERVICES**

**Item: Maladministration Complaints 2017-18**

**Background Papers**

**Annual Report of the Public Services Ombudsman for Wales 2017/18**



Ein Cyf: NB/CW/MA



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15 Hydref 2018

Cynghorwr Andrew Morgan

Wedi'i anfon drwy ebost: [Andrew.Morgan2@rctcbc.gov.uk](mailto:Andrew.Morgan2@rctcbc.gov.uk)

### **Llythyr Blynyddol 2017/18**

Yn dilyn cyhoeddi fy Adroddiad Blynyddol yn ddiweddar, mae'n bleser gennyf eich darparu chi â'r Llythyr Blynyddol (2017/18) ar gyfer **Cyngor Bwrdeistref Sirol Rhondda Cynon Taf**.

Er bod gennym gyd-destun heriol o ran cwynion, rwy'n falch o allu cyhoeddi bod cynnydd cadarnhaol wedi bod yng ngweithgarwch y swyddfa dros y flwyddyn ddiwethaf.

Cyhoeddwyd pedwar adroddiad diddordeb cyhoeddus yn y flwyddyn ddiwethaf, ond nid oedd yr un yn gysylltiedig ag awdurdodau lleol.

Mae Bil Ombwdsmon Gwasanaethau Cyhoeddus wedi'i osod gan y Cynulliad Cenedlaethol ac yn yr ail gam o'r broses ddeddfwriaethol ar hyn o bryd. Mae hyn yn golygu bod aelodau wedi cytuno ar egwyddorion cyffredinol y Bil a chytunwyd ar Ddatrysiad Terfynol ar y 17 Gorffennaf 2018. Bydd y ddeddfwriaeth newydd yn cynorthwyo i hybu safonau gwasanaethau cyhoeddus oherwydd mae'n bwysig bod Cymru yn parhau i fabwysiadu arfer gorau wrth ymdrin â chwynion a gwella gwasanaeth cyhoeddus. Os datblygir y Bil, byddaf yn ymgysylltu â chyrrff cyhoeddus yng Nghymru i baratoi ar gyfer cyflwyno'r pwerau newydd y Bil.

### **Trosolwg o gwynion**

Ar y cyfan, bu cynnydd o 5% eleni yn y nifer o gwynion ac ymholiadau a dderbyniodd fy swyddfa. Mae hyn wedi'i briodoli i godiad o 8% mewn ymholiadau.

Eleni, gwelodd fy swyddfa ostyngiad o 4% yng nghwynion cyrff cyhoeddus. Er i gwynion yn erbyn cyrff GIG gynyddu gan 7%, gwelsom ostyngiad o 10% yng nghwynion yn erbyn Cynghorau.

Ar ôl lechyd, sy'n cynnwys 41% o'r holl gwynion, mae tai (11%), gwasanaethau cymdeithasol (9%) a rheoli cynllunio ac adeiladu (8%) yn parhau i fod yn feysydd cwyno arwyddocaol.

Bu cynnydd o 14% yn y nifer o gwynion Cod Ymddygiad yn ystod y flwyddyn ddiwethaf. Mae hyn wedi'i briodoli i gynydd o 33% yng nghwynion Cod Ymddygiad sy'n ymwneud â Chynghorau Cymuned. Mae llawer o'r cwynion hyn wedi codi yn dilyn newidiadau yn aelodaeth cynghorau.

Roedd 42% o gwynion Cod Ymddygiad a dderbyniwyd yn ymwneud â hyrwyddo cydraddoldeb a pharch, 19% yn ymwneud â datgelu a chofrestru buddiannau a 16% yn ymwneud ag urddas.

Mae'n bleser gennym adrodd y bu gostyngiad o 47 i 36 yn y nifer o gwynion a dderbyniodd yr Ombwdsmon ynglŷn â Rhondda Cynon Taf yn ystod y flwyddyn ddiwethaf. Fodd bynnag, hoffwn dynnu eich sylw i'r nifer o gwynion yngylch Gwasanaethau Cymdeithasol Plant sy'n derbyn y nifer uchaf o gwynion. Derbyniwyd 10 cwyn, ffigwr sy'n parhau'n ddigyfnewid ers y llynedd.

Isod, mae taflen ffeithiau wedi'i atodi sy'n rhoi dadansoddiad o ddata cwynion sy'n gysylltiedig â'ch Awdurdod Lleol. Eleni, rydym wedi cynnwys set newydd o ystadegau ynghylch ymyriadau Ombwdsmon. Mae'r rhain yn cynnwys yr holl achosion a gadarnhaodd fy swyddfa, yn ogystal â datrysiadau cynnar a setliadau gwirfoddol.

Hoffwn i chi gyflwyno fy llythyr blynyddol i'r Cabinet i gynorthwyo aelodau yn eu hadolygiad o berfformiad y Cyngor.

Mae'r ohebiaeth hon wedi'i chopïo i Brif Weithredwr y Cyngor ac i'ch Swyddog Cyswllt o fewn eich sefydliad. Byddwn yn ailadrodd pwysigrwydd y rôl hon. Yn olaf, bydd copi o fy holl lythyrau blynyddol yn cael eu cyhoeddi ar fy ngwefan.

Yn gywir,



Nick Bennett

Ombwdsmon Gwasanaethau Cyhoeddus Cymru

CC: Chris Bradshaw, Prif Weithredwr  
Alison Lagier, Swyddog Cyswllt

## Taflen Ffeithiau

### Rhondda Cynon Taf

#### A. Cwynion a gafwyd ac yr ymchwiliwyd iddynt, gyda chyfartaledd yr Awdurdod Lleol wedi'i addasu yn ôl poblogaeth

<b>Awdurdod Lleol</b>	<b>Cwynion a Gafwyd</b>	<b>Cyfartaledd</b>	<b>Cwynion yr ymchwiliwyd iddynt</b>	<b>Cyfartaledd</b>
Cyngor Bwrdeistref Sirol Blaenau Gwent	10	17	0	0
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	40	36	1	1
Cyngor Bwrdeistref Sirol Caerffili	40	45	1	1
Cyngor Caerdydd	109	90	5	3
Cyngor Sir Caerfyrddin	25	46	3	1
Cyngor Sir Ceredigion	35	18	5	1
Dinas a Sir Abertawe	62	61	1	2
Cyngor Bwrdeistref Sirol Conwy	36	29	3	1
Cyngor Sir Ddinbych	20	24	3	1
Cyngor Sir y Fflint	50	39	6	1
Cyngor Gwynedd	29	31	2	1
Cyngor Sir Ynys Môn	29	17	2	0
Cyngor Bwrdeistref Sirol Merthyr Tudful	13	15	2	0
Cyngor Sir Fynwy	16	23	0	1
Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	35	35	2	1
Cyngor Dinas Casnewydd	37	37	2	1
Cyngor Sir Benfro	34	31	0	1
Cyngor Sir Powys	39	33	3	1
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	36	60	0	2
Cyngor Bwrdeistref Sirol Torfaen	15	23	0	1
Cyngor Bro Morgannwg	30	32	4	1
Cyngor Bwrdeistref Sirol Wrecsam	41	34	3	1



## B. Cwynion a Gafwyd yn ôl Pwnc

Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	Cwynion a Gafwyd
Gwasanaethau Cymdeithasol Oedolion	2
Gwinyddiaeth Budd-daliadau	1
Gwasanaethau Cymdeithasol Plant	10
Ymdrin â Chwynion	3
Addysg	1
Amgylchedd a Iechyd Amgylchedd	5
Cyllid a Threthiant	2
Tai	2
Cynllunio a Rheoli Adeiladu	4
Ffyrdd a Thrafnidiaeth	3
Eraill Amrywiol	3

## C. Cymharu canlyniadau cwynion â chanlyniadau cyfartalog yr Awdurdodau Lleol, wedi'u haddasu ar gyfer dosbarthiad y boblogaeth

Cyngor sir/ Cyngor Bwrdeistref Sirol	Tu hwnt i Awdurdodaeth	Cynamserol	Achosion 'eraill' wedi'u cau ar ôl ystyriaeth gychwynnol	Datrys yn Gynnar / Setliad Gwirfoddol	Wedi rhoi'r gorau iddi	Adroddiad Arall - Heb ei gadarnhau	Adroddiad arall - Wedi'i gadarnhau - yn gyfan gwbl neu'n rhannol	Adroddiad budd y cyhoedd	Cyfanswm yr achosion a gaewyd
Rhondda Cynon	6	12	12	6					36
Rhondda Cynon (wedi'i addasu)	10	17	21	8	0	1	1	0	58

**CH. Nifer yr achosion lle ymyrrodd Ombwdsmon Gwasanaethau Cyhoeddus Cymru (OGCC)**

	<b>Nifer y cwynion lle ymyrrodd OGCC</b>	<b>Cyfanswm y cwynion a gaewyd</b>	<b>% y cwynion lle ymyrrodd OGCC</b>
<b>Awdurdod Lleol</b>			
Cyngor Bwrdeistref Sirol Blaenau Gwent	3	11	27
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	5	39	13
Cyngor Bwrdeistref Sirol Caerffili	3	39	8
Cyngor Caerdydd	37	123	30
Cyngor Sir Caerfyrddin	1	24	4
Cyngor Sir Ceredigion	4	35	11
Dinas a Sir Abertawe	11	62	18
Cyngor Bwrdeistref Sirol Conwy	4	32	13
Cyngor Sir Ddinbych	1	15	7
Cyngor Sir y Fflint	11	47	23
Cyngor Gwynedd	1	26	4
Cyngor Sir Ynys Môn	2	26	8
Cyngor Bwrdeistref Sirol Merthyr Tudful	3	13	23
Cyngor Sir Fynwy	1	14	7
Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	4	31	13
Cyngor Dinas Casnewydd	8	34	24
Cyngor Sir Benfro	3	32	9
Cyngor Sir Powys	6	38	16
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	6	36	17
Cyngor Bwrdeistref Sirol Torfaen	1	16	6
Cyngor Bro Morgannwg	3	32	9
Cyngor Bwrdeistref Sirol Wrecsam	8	41	20

**D. Cwynion yn ymwneud â'r Cod Ymddygiad a gaewyd**

<b>Cyngor Sir/Cyngor Bwrdeistref Sirol</b>	<b>Caewyd ar ôl ystyriaeth gychwynnol</b>	<b>Wedi rhoi'r gorau iddi</b>	<b>Dim tystiolaeth o dorri'r cod</b>	<b>Dim angen gweithredu</b>	<b>Cyfeirio at y Pwyllgor Safonau</b>	<b>Cyfeirio at y Panel Dyfarnu</b>	<b>Tynnwyd yn ôl</b>	<b>Cyfanswm</b>
Rhondda Cynon Taf	1							1

**DD.Cwynion Cod Ymddygiad cynghorau tref/ cymuned**

<b>Cyngor Tref/ Cyngor Cymuned</b>	<b>Caewyd ar ôl ystyriaeth gychwynnol</b>	<b>Wedi rhoi'r gorau iddi</b>	<b>Dim tystiolaeth o dorri'r cod</b>	<b>Dim angen gweithredu</b>	<b>Cyfeirio at y Pwyllgor Safonau</b>		<b>Cyfeirio at y Panel Dyfarnu</b>	<b>Tynnwyd yn ôl</b>
Hirwaun & Penderyn CC	1						3	4

## **Atodiad**

### **Nodiadau esboniadol**

Cymharir Adran A y nifer o gwynion yn erbyn yr Awdurdod Lleol a dderbyniwyd ac a fu'n destun ymchwiliad gan fy swyddfa yn 2017/18, â'r cyfartaledd ar gyfer yr Awdurdod Lleol (wedi'i addasu ar gyfer dosbarthiad poblogaeth) yn ystod yr un cyfnod.

Darparir Adran B dadansoddiad o'r nifer o gwynion am yr Awdurdod Lleol a dderbyniwyd gan fy swyddfa yn 2017/18. Mae'r ffigurau wedi'u cyflwyno yn ôl categorïau pwnc.

Camharir Adran C canlyniadau'r cwynion ar gyfer yr Awdurdod Lleol yn ystod 2017/18 â'r canlyniadau ar gyfartaledd (wedi'u haddasu ar gyfer dosbarthiad poblogaeth) yn ystod yr un cyfnod. Gelwir adroddiadau Budd Cyhoeddus a gyhoeddir o dan adran 16 o Ddeddf Ombwdsmon Gwasanaethau Cyhoeddus (Cymru) 2005 yn adroddiadau 'Adran 16'.

Darparir Adran CH y nifer a chanran o achosion a dderbyniwyd ac ymyrrwyd swyddfa'r Ombwdsmon Gwasanaethau Cyhoeddus Cymru. Mae hyn yn cynnwys yr holl gwynion a gadarnhawyd, datrysiadau cynnar a setliadau gwirfoddol.

Darparir Adran D dadansoddiad o ganlyniadau'r holl gwynion Cod Ymddygiad a dderbyniwyd yn erbyn Cynghorwyr yn ystod 2017/18.

Darparir Adran DD dadansoddiad o ganlyniadau'r cwynion Cod Ymddygiad yn erbyn cynghorau tref/ cymuned

### **Adborth**

Rydym yn croesawu'ch adborth ar y wybodaeth amgaeedig, gan gynnwys awgrymiadau am unrhyw wybodaeth sydd i'w hamgáu mewn crynodebau blynyddol yn y dyfodol. Dylid anfon unrhyw adborth neu ymholiadau at [catrin.wallace@ombudsman-wales.org.uk](mailto:catrin.wallace@ombudsman-wales.org.uk) neu [matthew.aplin@ombudsman-wales.org.uk](mailto:matthew.aplin@ombudsman-wales.org.uk)

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15 October 2018

Councillor Andrew Morgan

Sent by email: [Andrew.Morgan2@rctcbc.gov.uk](mailto:Andrew.Morgan2@rctcbc.gov.uk)

### **Annual Letter 2017/18**

Following the recent publication of my Annual Report, I am delighted to provide you with the Annual Letter (2017/18) for **Rhondda Cynon Taf County Borough Council**.

Despite a challenging complaints context, I am delighted to be able to report positive progress in the activities of the office over the past year.

Four public interest reports have been published in the past year, but none related to local authorities.

A new Public Services Ombudsman Bill has been introduced to the National Assembly and is currently at the second stage in the legislative process. This means that Members have agreed the general principles of the Bill and a Financial Resolution was agreed on 17 July 2018. This new legislation will help drive up public service standards as it is important that Wales continues to adopt best practices in complaints handling and public service improvement. If the Bill progresses I will be engaging with public bodies in Wales in preparation for the introduction of the new powers within the Bill.

### **Overview of complaints**

Overall the number of complaints and enquiries received by my office has increased by 5% this year, this is attributed to an 8% rise in enquiries.

This year my office saw a 4% decrease in public body complaints. Despite complaints against NHS bodies increasing by 7%, we have seen a 10% reduction in complaints against councils.

After Health, which comprises 41% of all complaints, housing (11%), social services (9%) and planning and building control (8%) remain significant areas of complaint.

The number of Code of Conduct complaints increased by 14% in the past year, this is attributed to a 33% increase in Code of Conduct complaints involving Community Councils. Many of these complaints have arisen following changes in the membership of councils.

42% of Code of Conduct complaints received were with regards to the promotion of equality and respect, 19% were with regards to disclosure and registration of interests and 16% were with regards to integrity.

We are pleased to report that the number of complaints received by the Ombudsman concerning Rhondda Cynon Taf have decreased in the past year from 47 to 36. However, we would like to draw your attention to the number of complaints regarding Children Social Services which, remaining unchanged from last year, receive the highest number of complaints at 10.

You will find below a factsheet giving a breakdown of complaints data relating to your Local Authority. This year we have included a new set of statistics regarding Ombudsman interventions. These include all cases upheld by my office as well as early resolutions and voluntary settlements.

Please would you present my annual letter to the Cabinet to assist Members in their review of the Council's performance.

This correspondence has been copied to the Chief Executive of the Council and to your Contact Officer within your organisation. I would again reiterate the importance of this role. Finally, a copy of all annual letters will be published on my website.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nick Bennett', with a stylized flourish at the end.

Nick Bennett

Public Services Ombudsman for Wales

CC: Chris Bradshaw, Chief Executive  
Alison Lagier, Contact Officer

## Factsheet

### A. Complaints Received and Investigated with Local Authority average adjusted by population

<b>Local Authority</b>	<b>Complaints Received</b>	<b>Average</b>	<b>Complaints Investigated</b>	<b>Average</b>
Blaenau Gwent County Borough Council	10	17	0	0
Bridgend County Borough Council	40	36	1	1
Caerphilly County Borough Council	40	45	1	1
Cardiff Council	109	90	5	3
Carmarthenshire County Council	25	46	3	1
Ceredigion County Council	35	18	5	1
City and County of Swansea	62	61	1	2
Conwy County Borough Council	36	29	3	1
Denbighshire County Council	20	24	3	1
Flintshire County Council	50	39	6	1
Gwynedd Council	29	31	2	1
Isle of Anglesey County Council	29	17	2	0
Merthyr Tydfil County Borough Council	13	15	2	0
Monmouthshire County Council	16	23	0	1
Neath Port Talbot County Borough Council	35	35	2	1
Newport City Council	37	37	2	1
Pembrokeshire County Council	34	31	0	1
Powys County Council	39	33	3	1
Rhondda Cynon Taf County Borough Council	36	60	0	2
Torfaen County Borough Council	15	23	0	1
Vale of Glamorgan Council	30	32	4	1
Wrexham County Borough Council	41	34	3	1

## B. Complaints Received by Subject

<b>Rhondda Cynon Taf County Borough Council</b>	<b>Complaints Received</b>
Adult Social Services	2
Benefits Administration	1
Children s Social Services	10
Complaints Handling	3
Education	1
Environment and Environmental Health	5
Finance and Taxation	2
Housing	2
Planning and Building Control	4
Roads and Transport	3
Various Other	3

## C. Comparison of complaint outcomes with average outcomes for Local Authorities, adjusted for population distribution

<b>County/County Borough Councils</b>	<b>Out of Jurisdiction</b>	<b>Premature</b>	<b>Other cases closed after initial consideration</b>	<b>Early Resolution/Volunt ary settlement</b>	<b>Discontinued</b>	<b>Other Report - Not upheld</b>	<b>Other Report Upheld - in whole or in part</b>	<b>Public Interest Report</b>	<b>Total Cases closed</b>
Rhondda Cynon	6	12	12	6					36
Rhondda Cynon (adjusted)	10	17	21	8	0	1	1	0	58



#### D. Number of cases with PSOW intervention

	No. of complaints with PSOW intervention	Total number of closed complaints	% of complaints with PSOW interventions
<b>Local Authority</b>			
Blaenau Gwent County Borough Council	3	11	27
Bridgend County Borough Council	5	39	13
Caerphilly County Borough Council	3	39	8
Cardiff Council	37	123	30
Carmarthenshire County Council	1	24	4
Ceredigion County Council	4	35	11
City and County of Swansea	11	62	18
Conwy County Borough Council	4	32	13
Denbighshire County Council	1	15	7
Flintshire County Council	11	47	23
Gwynedd Council	1	26	4
Isle of Anglesey County Council	2	26	8
Merthyr Tydfil County Borough Council	3	13	23
Monmouthshire County Council	1	14	7
Neath Port Talbot County Borough Council	4	31	13
Newport City Council	8	34	24
Pembrokeshire County Council	3	32	9
Powys County Council	6	38	16
Rhondda Cynon Taf County Borough Council	6	36	17
Torfaen County Borough Council	1	16	6
Vale of Glamorgan Council	3	32	9
Wrexham County Borough Council	8	41	20

**E. Code of Conduct Complaints Closed**

<b>County/County Borough Councils</b>	<b>Closed after initial consideration</b>	<b>Discontinued</b>	<b>No evidence of breach</b>	<b>No action necessary</b>	<b>Refer to Standards Committee</b>	<b>Refer to Adjudication Panel</b>	<b>Withdrawn</b>	<b>Total</b>
Rhondda Cynon Taf	1							1

**F. Town / Community council Code of Conduct Complaints**

<b>Town/Community Council</b>	<b>Closed after initial consideration</b>	<b>Discontinued</b>	<b>No evidence of breach</b>	<b>No action necessary</b>	<b>Refer to Standards Committee</b>	<b>Refer to Adjudication Panel</b>	<b>Withdrawn</b>	<b>Total</b>
Hirwaun & Penderyn CC	1						3	4

## **Appendix**

### **Explanatory Notes**

Section A compares the number of complaints against the Local Authority which were received and investigated by my office during 2017/18, with the Local Authority average (adjusted for population distribution) during the same period.

Section B provides a breakdown of the number of complaints about the Local Authority which were received by my office during 2017/18. The figures are broken down into subject categories.

Section C compares the complaint outcomes for the Local Authority during 2017/18, with the average outcome (adjusted for population distribution) during the same period.

Section D provides the numbers and percentages of cases received by the PSOW in which an intervention has occurred. This includes all upheld complaints, early resolutions and voluntary settlements.

Section E provides a breakdown of all Code of Conduct complaint outcomes against Councillors during 2017/18.

Section F provides a breakdown of all Code of Conduct complaint outcomes against town or community councils.

### **Feedback**

We welcome your feedback on the enclosed information, including suggestions for any information to be enclosed in future annual summaries. Any feedback or queries should be sent to [catrin.wallace@ombudsman-wales.org.uk](mailto:catrin.wallace@ombudsman-wales.org.uk) or [matthew.aplin@ombudsman-wales.org.uk](mailto:matthew.aplin@ombudsman-wales.org.uk)